

1-1-1995

# Safety & Health Monitor, January 1995

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Maine Bureau of Labor Standards

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## Recommended Citation

Maine Department of Labor and Maine Bureau of Labor Standards, "Safety & Health Monitor, January 1995" (1995). *All Bureau of Labor Standards Documents*. 477.

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# Safety and Health Monitor

Quarterly Newsletter of the Maine Bureau of Labor Standards

January, 1995

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## Some of My Thoughts on Training

By Lance Gurney

Too often people are expected to perform without proper knowledge. Safety training is very expensive because it is often done on company time. Cost is not a good reason not to train; It is, however, a good reason to strive to do it well.

Before training, determine what your training needs are. Conduct an assessment of what people know and what they need to know. Training people about information they already know sends the wrong message and may have a negative effect. If you find that people already have the knowledge, but are not using it, your problem will not be solved by re-teaching them.

Trainers must know well the subject they are teaching. I spend many days doing research for upcoming presentations. **Remember, what you say in a presentation will be shared so accuracy is important.** I practice my programs by recording them and listening to them until I'm ready. To save time, I play the tapes while driving.

People learn best when you **tell, show and do.** I collect props to illustrate my lessons. I also feel it is important

that the learners accept their share of the responsibility to learn and take an active role. I do this by asking many questions, by allowing the audience to make mistakes, and by trying to provide a safe environment for them.

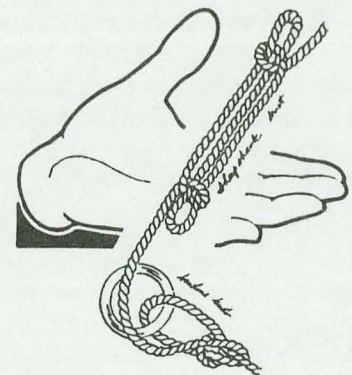
A good instructor is a motivator -- one who helps students understand what is in it for them. A good trainer is a person who cares deeply about their message. Trainers need a high level of energy and a good sense of humor. Humor, if appropriate, can relax people and put them in a good frame of mind to learn. An Israeli study showed that students who were told jokes at the beginning of lectures scored 22 percent better on exams than those in classes without humor.

Trainers must set a good example. For example, always wear the right personal protective equipment and take appropriate safety precautions, like taping down the cords to audio-visual equipment.

I often use exercises to help make my points. In one exercise I describe to the class the advantages of learning to tie a bowline knot. When I've motivated them to want to learn, I ask them what they

need from me. People usually ask for instructions. Most people have a difficult time working with these, especially if there are no illustrations.

I then ask what else they need. Usually it is pictures to go with instructions. About one-third can follow the diagram. At this point I could have had those who can tie the knot team up with others, but I don't.



Next they want to see me tie the knot, so I stand facing them and tie the knot in front of me. This is confusing because it is reverse for them. At their request I turn my back to them and tie the knot so they can see it. Most can now tie the knot.



Finally, I demonstrate tying the knot again, illustrating it with a narrative about a rabbit coming out of his hole going around a tree and jumping back in his hole. Now everyone can tie the knot. I like to try the exercise again about four hours later. Some don't remember. I then group those who do know with those who still need to learn.

*Lance Gurney is the Director of Training for OSHCOM, a company dedicated to improving workplace safety and health. Prior to that he worked for ten years in the Bureau of Labor Standards and taught numerous classes on topics related to Occupational Safety and Health.*

### What the Numbers Say

The ten occupations listed below had the highest number of reported lost-time or fatal Workers' Compensation claims for calendar year 1993. Listed beside each occupation, in parenthesis, is the number of reported claims. The source is the Bureau of Labor Standards, CCC Program.

\*Laborers, Excl. Construction (1,186)

\*Nurses Aides (1,086)

\*Truckers (1,044)

\*Janitors & Cleaners (574)

\*Miscellaneous Machine Operators (488)

\*Construction Laborers (462)

\*Kitchen Workers, Food Preparation (379)

\*Carpenters (371)

\*Stock Handlers & Baggers (336)

\*Shoe Machine Operators (327)

### Did You Know?



**A New OSHA Booklet (OSHA 3143) about Industrial Hygiene is Now Available.** The booklet tells what hazards exist at job sites and tells the approaches OSHA specialists use to attack the problems. For a free single copy call (207)-622-8417.

**The following OSHA Safety and Health Training Guidelines are available from National Technical Information Service, 5285 Port Royal Road, Springfield, Va. 22161:**

**Construction**--A set of 15 guidelines to help construction employers set up training in the safe use of equipment, tools, and machinery on the job. Ask for order number PB-239-312/AS, cost \$17.

**General Industry**--Covers 25 General Industry operations ranging from use of equipment such as powered industrial trucks to storage of toxic substances. Ask for order number PB-239-310/AS, cost \$23.

**Excerpts of training related requirements for OSHA standards for employers, training directors, and safety and health professionals are available** from OSHA. Call (207)-622-8417 and ask for OSHA publication 2254.

**OSHA has issued a final rule for the logging industry.** It covers all 72,000 employees in the industry, regardless of the end product of the wood. The standard includes provisions addressing training, hazards of adverse weather, remote worksites, rough terrain, safety features of chainsaws, and other hazards unique to logging that are not covered in the general industry standards. The new rule was published in the Federal Register on October 12, 1994 and will become effective 120 days after that.

**To receive the Safety and Health Monitor each quarter, you must get on our mailing list. Call Terry Hathaway at 624-6440.**

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The next several issues will focus on trends in Workers' Compensation claims, costs associated with claims, medical management of claims, behavior and its impact on injuries and illnesses and managing change. We need your contributions! If you have the knowledge to write on one of these aspects of injuries and illnesses, please contact Brad Brown at (207)-624-6443.

Articles are written by individual authors and are not products of the Bureau of Labor Standards or the editors. Information in the articles should not be viewed as a substitute for policy or for regulations. The editors are Bradford Brown, Planning & Research Associate II, and Jonathan Lepoff, Staff Development Coordinator.



## Effective Safety and Health Training Programs

By Adam H. Steinman, Esq.

One important measure of the effectiveness of a Health and Safety Training Program is whether or not it complies with laws and rules. A training program which teaches employees to perform their jobs in a way that minimizes the risk to them may appear to be effective, but that is not the whole picture. For example, one company whose processes include the use of hazardous chemicals developed a hands-on training program that focused on common sense practices. The training stressed how jobs should be performed, that chemicals should not be mixed with other chemicals or swallowed, that people exposed to chemicals should wash affected areas with water and seek medical attention immediately, and that containers with chemicals should have identifying labels. While this training addressed some health and safety concerns, it did not meet the Occupational Safety and Health Act's Hazard Communication Standard training requirements and the employer was cited for civil violations and paid a fine. Had this company spent a little more time developing its training program and putting it in writing (written hazard communication plans generally cost between \$500 and \$1,000 if an outside person prepares it), the violation and the fine could have been avoided.

When you develop any training program that is required by law, you need to first understand what must be included. If the program is developed in-house, reviewing laws and regulations is the first step. Since health, safety, and environmental regulations can be difficult to understand, it may be wise to get help. Help could come from regulators like OSHA (you are not required to identify your company), from those providing free services (Bureau of Labor Standards Safety Division), from your insurance company, from consultants, or from lawyers who understand legal provisions found in regulations. If the advice you get is wrong and you follow it, you are responsible.

Second, make a checklist of all required elements. For example, hazard communication training programs must include: 1) the requirements of the Hazard Communication Standard; 2) the location and availability of the company's written plan; 3) how to detect the presence or release of hazardous chemicals; 4) how to use monitoring devices, where appropriate; 5) the physical and health hazards of the chemicals in the workplace; 6) how employees can protect themselves from hazards caused by chemical exposure; 7) implementation of the company's hazard communication program and plan; and 8) employee rights under the Hazard Communication Standard.

Third, draft the training program making sure all required elements are included. An effective training program teaches employees to perform their jobs in a way that minimizes risk to human health and the environment, and meets all regulatory requirements.

The final training program should be as simple as possible and should be integrated with other training whenever possible. Because some companies are required to provide training under several different regulatory programs that have similar goals and requirements (e.g., the OSHA Hazard Communication Standard, the Maine Department of Environmental Protection Agency's (DEP) hazardous waste rules, the DEP oil spill prevention control and countermeasure rules, and the Maine Emergency Response law for extremely hazardous substances), it is often desirable to take an integrated approach. While coordinating and organizing joint training programs can be a challenge, even with unlimited resources, businesses that can successfully meet the goals of an effective program will be in the best position to comply and prosper.

*Mr. Steinman is an attorney in Pierce, Atwood, Scribner, Allen, Smith, Lancaster's Environmental Department. His practice has focused on chemical safety and hazardous waste law for the last five years.*



## Upcoming Safety & Health Training Classes in Maine (January-March 1995)

Title	Dates & Location	Provided By	Contact
OSHA Regulations-General Industry (Wells)	1/4,1/11,1/18,1/25,2/1	Bureau of Labor Standards	(207)-624-6460
Asbestos Inspector Management Planner Refresher	1/6	Central Maine Tech. College	(207)-784-2385
Logging Safety (Fort Kent)	1/10	Maine Employers' Mutual	1-800-773-7900
Construction Safety (Portland)	1/10,1/11	Maine Employers' Mutual	1-800-773-7900
Logging Safety (Presque Isle)	1/11	Maine Employers' Mutual	1-800-773-7900
Construction Safety (Augusta)	1/17,1/18	Maine Employers' Mutual	1-800-773-7900
Logging Safety (Lincoln)	1/19	Maine Employers' Mutual	1-800-773-7900
Injury Prevention Program for Healthcare (Portland)	1/23	Maine Safety Council	(207)-772-0506
Injury Prevention Program for Healthcare (Bangor)	1/24	Maine Safety Council	(207)-772-0506
Construction Safety (Bangor)	1/24,1/25	Maine Employers' Mutual	1-800-773-7900
Logging Safety (Rumford)	1/26	Maine Employers' Mutual	1-800-773-7900
Asbestos Worker Refresher	2/3	Central Maine Tech. College	(207)-784-2385
Chemical Safety & Hazard Communication Standard (Portland)	2/7	Maine Safety Council	(207)-772-0506
Construction Safety (Rumford)	2/7,2/8	Maine Employers' Mutual	1-800-773-7900
Chemical Safety & Hazard Communication Standard (Bangor)	2/9	Maine Safety Council	(207)-772-0506
OSHA Regulations-Construction (Bangor)	2/9,2/16,2/23,3/2,3/9	Bureau of Labor Standards	(207)-624-6460
Construction Safety (Ellsworth)	2/14,2/15	Maine Employers' Mutual	1-800-773-7900
Asbestos Supervisor Refresher	2/17	Central Maine Tech. College	(207)-784-2385
Drill Instructors, Commercial Fishing (Calais)	2/27	Maine Employers' Mutual	1-800-773-7900
Drill Instructors, Commercial Fishing (Rockland)	3/1	Maine Employers' Mutual	1-800-773-7900
Fall Protection 1926 Subpart M (Bangor & Portland)	Tentatively Set for March	Maine Safety Council	(207)-772-0506
Developing Safety & Health Programs (Bangor & Portland)	Tentatively Set for March	Maine Safety Council	(207)-772-0506
Construction Safety (Caribou)	3/7,3/8	Maine Employers' Mutual	1-800-773-7900
Construction Safety (Portland)	3/14,3/15	Maine Employers' Mutual	1-800-773-7900
Food Services Safety (Augusta)	3/20	Maine Employers' Mutual	1-800-773-7900
Health & Safety Committees Conference	3/24	Central Maine Tech. College	(207)-784-2385
Food Services Safety (Portland)	3/27	Maine Employers' Mutual	1-800-773-7900
Construction Safety (Ellsworth)	3/21,3/22	Maine Employers' Mutual	1-800-773-7900
Construction Safety (Augusta)	3/28,3/29	Maine Employers' Mutual	1-800-773-7900

Note: Some organizations charge fees for their classes.

Would you like your class offerings listed? If so please send us: the title, town where the class is taught, dates the class is offered, the name of your organization, and your phone number. We must receive by March 1 all the class offerings for April, May, and June.

## Safety & Health Monitor

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